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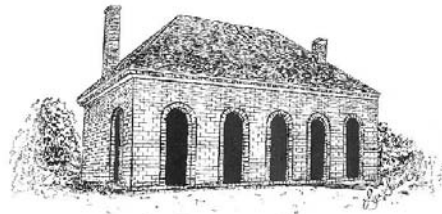
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**NEWS RELEASE**  
**For Immediate Release**  
**July 23, 2010**



*HANOVER COURTHOUSE*

**HANOVER COUNTY**

ESTABLISHED IN 1720

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**HANOVER COUNTY RECOGNIZED AS TOP U.S.**  
**'DIGITAL COUNTY' IN ITS POPULATION BRACKET**

Hanover County has received a national award for the excellence of its use of Information Technology to improve the delivery of county services.

Hanover was ranked first among counties with a population of 150,000-249,999 by The Center for Digital Government in the Center's 2010 Digital Counties Survey Awards.

"Probably more than anybody else in their group size, they were able to use technology to compensate for having to do with fewer employees in dealing with the economic downturn," said Todd Sander, Director of the Center for Digital Government's Digital Communities program, which is the division that conducted the survey. "That included improved project management capabilities, a bunch of cop stuff and lots of mobile devices."

In a press release, Sander said counties this year had to submit numerous explanatory narratives on why technologies deployed actually improved life for government employees, citizens or both. That differed from past years, when participating governments simply put together an inventory of their cutting-edge technologies.

Hanover's Digital County Survey highlighted notable achievements during an economic downturn with a decreased budget. Among the achievements:

- Public Safety system enhancements give law enforcement officers access to a regional data warehouse that provides valuable data for analyzing crime patterns, providing photos to officers in the field, alerts on inmate releases, and solving crimes that occur in multiple jurisdictions.
- Automated 911 center tools (ProQA) were implemented to provide the very best in priority dispatch system protocols. During an Emergency-911 call the ProQA guides dispatchers through the process of collecting information, choosing an accurate dispatch code and providing instructions until responders arrive. ProQA establishes consistent questions regardless of the Computer Aided Dispatch (CAD) operator's experience level. Uniform questions help insure the correct incident type assignment to send the right equipment & personnel on a call for service.
- Improved efficiency and cost savings were realized by enhancing network bandwidth with County-owned fiber and leveraging public broadband offerings.
- IT automated the distribution of lost animal photos for Animal Control. Through this process lost pets are posted on the County web site quickly, and are sent to the officer's blackberries. This improvement provides enhanced opportunities for citizens to determine if Animal Control has found their lost pets.

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Efficiency gains and enhancements to the IT infrastructure also contributed to the County's recognition. Server consolidation and virtualization played a major role in driving efficiency, improving performance, and decreasing administrative overhead in the County's data center. Wireless access was added to facilities throughout the County to enhance coverage and network access for the mobile County workforce. Energy Efficiency is being achieved in the County's data center through new ways for measuring energy usage, improved HVAC configurations, and the installation of a high performance energy efficient storage system.

"We were thrilled to receive notice of this award," said Kirk Baumbach, Hanover's Director of the Department of Information Technology. "I am very fortunate to lead a fantastic IT Team that takes time to understand our customer's needs and consistently deliver results."

Baumbach said that relationships with business partners and peer networks help the Department follow best practices and demonstrate innovative ways to maximize value for its customers.

"The outstanding leadership and support provided by the Board of Supervisors and County Administration make it easy for us to continuously improve performance and quality of service," he added. "The leadership in Hanover also challenges us to use benchmarking and peer comparisons to evaluate service levels."

Baumbach said that the Digital Counties Survey is one of many tools used to benchmark performance.

"It also helps us provide value through the innovative use of information and technology," he said. "We are very thankful for all of the teamwork, recognition, and knowledge gained as a part of the Digital County Survey process and we look forward to putting that knowledge to work in the Hanover's strategic and operational plans."

Baumbach noted that Hanover's Information Technology Department also has increased performance and customer satisfaction with a better planning process and enhanced project management competencies. A consistent and repeatable process has been put in place to interview internal customer departments, document their technology project needs, and address follow-up or improvement items.

The department also has enhanced project management competencies and implemented a project management toolset to manage IT project delivery. Enhanced engagement and project management skills have improved customer partnerships and their ability to leverage technology. Strategic plans have been approved to further enhance the way the IT Projects are requested, prioritized, and delivered.

The Digital Counties Survey is conducted in partnership with the National Association of Counties (NACo) annually each spring. All U.S. counties are invited to participate (consolidated county-city jurisdictions are invited to participate in the Digital Cities Survey in the summer). Baumbach was presented the award on behalf of Hanover County at NACo's annual conference on July 18.

The full list of winners and sample survey findings can be read at <http://www.govtech.com/dc/surveys/counties/90>

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